

Maryland State Department of Education
Division of Rehabilitation Services
Ticket To Work Process for DORS Counselors

Reference: [RSM 2, Section 406.15](#) and [Section 604.06](#)

1. Ask all new applicants if they are Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) beneficiaries, or if an application for those benefits may be pending. If so:

- DORS Social Security Programs Unit conducts an State Verification Exchange System (SVES) batch process on a weekly basis after the case enters Application status.

The batch process verifies the name, SSN and Date of Birth in Section 1 of the intake page for VR, ILOB, and Pre-ETS cases. The batch process also updates the Public Support section in Section 5 of the Intake page, specifically the SSDI Status, SSDI Verification Status, SSI Status, and SSI Verification Status dropdowns.

Once the case shows as “Verified” with a recent SSN Verification Date in Section 1, the counselor will need to complete the Primary Source of Support, Public Support Available, and Gross Monthly Family Income sections of Section 5.

- If the applicant is an SSI/SSDI beneficiary 18 years old or older, provide a [Ticket to Work Fact Sheet \(RS-1f\)](#) and review with the applicant. Refer for Benefits Counseling
- Applicant should review [Ticket to Work](#) and [SSI/SSDI information](#) located on the DORS website.

2. Individuals between the ages of 18 and 64 who are receiving SSA disability payments (SSI, SSDI, or a payment based on a parent/guardian/spouse's work record but the consumer's own disability) are eligible for DORS services under SSA's Ticket to Work program.

- DORS Social Security Programs Unit conducts a monthly batch process that attempts to assign the individual's Ticket to Work at the beginning of each month for any IPEs signed during the previous month.
- Once this process is completed, the Ticket to Work page in AWARE™ will be updated with the batch response.

3. Should it appear that a Ticket to Work is assigned to another agency (e.g., private employment network (EN) or state VR program), DORS Social Security Programs Unit will either:

- Contact the partner EN or state VR to have the Ticket unassigned and then manually assign that Ticket to DORS.
- Facilitate coordination between the partner EN or state VR and the current DORS counselor regarding the status, and if there is a need to facilitate services.
- Send a letter regarding Ticket unassignment as well as the Ticket unassignment form on behalf of DORS and, once a response is received, facilitate as per a. or b. above.

4. When completing the IPE, review the Ticket Holders statement acknowledging that signing the IPE will result in the Ticket being designated as "in use" with DORS.

- Be aware that the Ticket holder may receive a letter from SSA regarding an assessment of whether he/she is making "timely progress."
 - Timely progress requires either a certain amount of paid employment during the previous 12 months or completion of a certain percentage of an educational degree or certificate, vocational or technical training program.
 - To better understand and explain to beneficiaries how "timely progress" is assessed, you may consult with the DORS Ticket Coordinator.
5. Prior to case closure, DORS Social Security Programs Unit evaluates cases that meet the following criteria as possible Ticket to Work handoff candidates who may wish to work with an Employment Network:
- Ticket assigned to DORS
 - Employed at or above [Trial Work Level earnings](#)
 - Between age 18 and 64

DORS Social Security Programs Unit staff will then reach out to field staff to facilitate a conversation with the consumer about assigning their Ticket to an EN if that is a good option for the consumer and the consumer may benefit.

Also prior to case closure, should fee-for-service benefits planning services have been provided, benefits planner will encourage applicable beneficiaries to connect with an EN after case closure.

Finally, after case closure, the Social Security Programs Unit conducts a final contact attempt via letter to engage the consumer in Ticket handoff facilitation.

DORS Ticket Coordinators:

- [Candice Jacobs](#): 410-554-9547
- [Thomas Scheurich](#): 410-554-9307
- [Eric Schmidt](#): 410-554-9295

Ticket Resources:

- DORS Public Website: [Ticket to Work Information](#)
- Independence Now: [Work Incentive Planning & Assistance \(WIPA\)](#)
- Social Security Website: [Ticket to Work Regulations](#)
- Ticket to Work Website: [Ticket to Work Information](#)
- SSA Redbook: [SSA Redbook - Guide To Work Incentives and Employment Supports](#)
- InDORS: [Social Security Benefits/Ticket to Work Resources](#)